MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2015/2016

BFS1024 – STATISTICS FOR FINANCE

(All sections / Groups)

3 JUNE 2016
9.00 a.m. - 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **THREE (3)** printed pages exclusive of the cover page, formulae sheet and statistical tables.

2. Answer **ALL** four questions in the answer booklet provided.

3. Students are allowed to use non-programmable scientific calculators only.

4. Marks are shown at the end of each question.

Question 1 [25 marks]

a) Major software manufacturers offer a help line that allows customers to call and receive assistance in solving their problems. The operation hour for help line is from 9:00am to 5:00pm every day. However, due to the volume of calls, customers frequently are put on hold. One software manufacturer claims that only 20% of callers are put on hold. Suppose that there are 15 customers who call within one hour operation,

(i) What is the probability that more than two of them are put on hold within one hour operation? [4 marks]

(ii) Find the expected value and standard deviation for the number of customers' call that may have put been on hold within one hour operation. [3 marks]

(iii) On a particular day, what is the probability that more than half of the operation hours, there will be more than two out of fifteen customers who are put on hold? [5 marks]

b) Pesona Manufacturing Sdn. Bhd. offers dental insurance to its employees. A recent study by the human resource director shows the annual cost per employee followed the normal probability distribution, with a mean of RM1280 and a standard deviation of RM420.

(i) What proportion of the employees cost between RM1500 and RM2000 per year? [5 marks]

(ii) Estimate the percent of the employees that did not have any dental expenses. [4 marks]

(iii) What was the cost for the 10 percent of employees who incurred the highest dental expense? [4 marks]

Question 2 [25 marks]

a) A restaurant's manager regularly conducts a survey of customer satisfaction. The result of the latest survey indicates that 12% of customers were not satisfied with the service they received at their last visit to the restaurant. Out of the unsatisfied customers, only 28% return to the restaurant within a month. From the group of satisfied customers, 75% return within the month.

Continued...

(i) Draw a tree diagram and its probabilities for the above scenario of customer satisfaction. [6 marks]

(ii) What is the percentage of customers who are unsatisfied with the restaurant's service and still return to the restaurant within a month? [4 marks]

(iii) A customer has entered the restaurant. In response to the manager's survey, he informs the manager that it is less than 1 month since his last visit to the restaurant. What is the probability that he was satisfied with the service he received? [5 marks]

b) Assume there are just two risky securities in the market portfolio. Security A, which constitutes 40 percent of this portfolio, has an expected return of 10% and a standard deviation of 20%. Security B has an expected return of 15% and a standard deviation of 28%. Given that the correlation between the assets is 0.3.

(i) What is the expected return and expected risk for the portfolio? [7 marks]

(ii) A person is more interested to maximize the returns, which security should he choose. Justify your answer. [3 marks]

Question 3 [25 marks]

Are American managers more motivated than Japanese managers? A randomly selected group of each were administered the Sarnoff Survey of Attitudes Toward Life (SSATL), which measures motivation for upward mobility. The SSATL scores for ten Japanese managers and ten American managers are recorded as below.

Japanese Managers	American Managers
69.5	79.3
78.4	86.4
90.1	80.6
82.3	92.1
88.7	61.4
68.1	58.8
56.7	91.2
66.3	85.6
57.6	67.9
40.7	80.5

Continued...

a) Find the mean, median, skewness and standard deviation for both the samples. [14 marks]

b) Based on previous analysis, the standard deviation was found to be 11.07 and 9.81 for the Japanese and American managers correspondingly. Test at 5% whether the American managers are more motivated than the Japanese managers. [11 marks]

Question 4 [25 marks]

The department head of the accounting department wanted to see if she could predict the GPA of students using the number of course units (credits) and total SAT scores of each. She takes a sample of students and generates the following Microsoft Excel output:

ANOVA	df	SS	MS
Regression		0.95219	
Error		0.18281	
Total	5		

Variable	Coefficients
Intercept	4.594
Credit	– 0.247
SAT scores	0.001

a) State the multiple regression equation. [3 marks]

b) Interpret the slope of SAT scores. [4 marks]

c) Determine the adjusted R-square and interpret it. [7 marks]

d) Predict the GPA for a student carrying 15 course units and who has a total SAT scores of 1,100. [2 marks]

e) Determine whether the model is significant at 5% significant level. [9 marks]

End of Page

A. DESCRIPTIVE STATISTICS

Mean = $\frac{\sum X_i}{n}$

Standard Deviation (s) = $\sqrt{\frac{\sum X^2}{n-1} - \frac{(\sum X)^2}{n(n-1)}}$

Pearson's Coefficient of Skewness (S_k) = $\frac{3(\overline{X} - \text{Median})}{s}$ or $\frac{\overline{X} - \text{Mode}}{s}$

B. PROBABILITY

P (A or B) = P (A) + P (B) - P (A and B)

P (A and B) = P (A) P (B) if A and B are independent

P (A | B) = P (A and B) / P (B)

Poisson Probability Distribution

If X follows a Poisson Distribution P (λ) where $P(X = x) = \frac{e^{-\lambda}\lambda^x}{x!}$

then the mean = E(X) = λ and variance = VAR(X) = λ

Binomial Probability Distribution

If X follows a Binomial Distribution B(n, p) where $P(X = x) = {}^nC_x p^x q^{n-x}$

then the mean = E(X) = n p and variance = VAR(X) = npq where q = 1 - p

Normal Distribution

If X follows a Normal distribution N(μ , σ) where E(X) = μ and VAR(X) = σ^2

then $z = \frac{X - \mu}{\sigma}$

C. EXPECTATION AND VARIANCE OPERATORS

E (X) = $\sum$[X • P(X)]

VAR (X) = $E(X^2)$ - $[E(X)]^2$

If E (X) = μ then E (kX) = $k\mu$, E(X + Y) = E(X) + E(Y)

If VAR (X) = σ^2 then VAR (kX) = $k^2\sigma^2$,

VAR (aX + bY) = a^2VAR(X) + b^2VAR(Y) + 2ab COV(X, Y)

where COV(X , Y) = E(X Y) – [E(X) E(Y)]

D. CONFIDENCE INTERVAL ESTIMATION AND SAMPLE SIZE DETERMINATION

(100 - α) % Confidence Interval for Population Mean (σ Known) = $\overline{X} \pm Z_{\alpha/2}\left(\frac{\sigma}{\sqrt{n}}\right)$

(100 - α)% Confidence Interval for Population Mean (σ Unknown) = $\overline{X} \pm t_{\alpha/2,n-1}\left(\frac{s}{\sqrt{n}}\right)$

(100 - α)% Confidence Interval for Population Proportion = $p \pm Z_{\alpha/2}\sqrt{\frac{p(1-p)}{n}}$

Sample Size Determination for Population Mean $= n \geq \frac{(Z_{\alpha/2})^2 \sigma^2}{E^2}$

Sample Size Determination for Population Proportion $= n \geq \frac{(Z_{\alpha/2})^2 p(1-p)}{E^2}$

Where E = Limit of Error in Estimation

E. HYPOTHESIS TESTING

One Sample Mean Test	
Standard Deviation (σ) Known	**Standard Deviation (σ) Not Known**
$Z = \frac{\bar{x} - \mu}{\sigma/\sqrt{n}}$	$t = \frac{\bar{x} - \mu}{s/\sqrt{n}}$
One Sample Proportion Test	
$Z = \frac{p - \pi}{\sqrt{\frac{\pi(1-\pi)}{n}}}$	

Two Sample Mean Test

Standard Deviation (σ) Known

$$z = \frac{(\overline{x_1} - \overline{x_2})}{\sqrt{\sigma_1^2/n_1 + \sigma_2^2/n_2}}$$

Standard Deviation (σ) Not Known

$$t = \frac{(\overline{x_1} - \overline{x_2})}{\sqrt{S_p^2\left(1/n_1 + 1/n_2\right)}} \quad \text{where} \quad S_p^2 = \frac{(n_1 - 1)S_1^2 + (n_2 - 1)S_2^2}{(n_1 - 1) + (n_2 - 1)}$$

Two Sample Proportion Test

$$z = \frac{(p_1 - p_2)}{\sqrt{p(1-p)\left[\frac{1}{n_1} + \frac{1}{n_2}\right]}} \quad \text{where} \quad p = \frac{(n_1 p_1) + (n_2 p_2)}{n_1 + n_2} = \frac{X_1 + X_2}{n_1 + n_2}$$

where X_1 and X_2 are the number of successes from each population

F. REGRESSION ANALYSIS

SIMPLE LINEAR REGRESSION:

Correlation Coefficient

$$r = \frac{\sum XY - \left[\frac{\sum X \sum Y}{n}\right]}{\sqrt{\left[\sum X^2 - \left((\sum X)^2/n\right)\right]\left[\sum Y^2 - \left((\sum Y)^2/n\right)\right]}} = \frac{COV(X,Y)}{\sigma_X \sigma_Y}$$

Regression Coefficient

$$b_1 = \frac{\sum XY - \left[\frac{\sum X \sum Y}{n}\right]}{\left[\sum X^2 - \left((\sum X)^2/n\right)\right]}, \qquad b_0 = \overline{Y} - b_1 \overline{X}$$

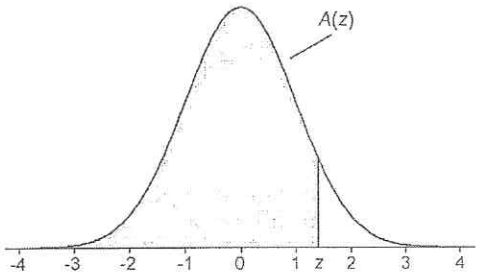
MULTIPLE LINEAR REGRESSION:

Adjusted r-square $= 1 - \left[\frac{(1-r^2)(n-1)}{(n-p-1)}\right]$ where p = number of independent variables

ANOVA Table for Multiple Linear Regression			
Source	**Degrees of Freedom**	**Sum of Squares**	**Mean Squares**
Regression	p	SSR	MSR = SSR/p
Error	$n-p-1$	SSE	MSE = SSE/($n-p-1$)
Total	$n-1$	SST	
Test Statistic for Significance of the Overall Regression Model = F = MSR/MSE			
Test Statistic for Significance of each Explanatory Variable = $t^* = b_i / S_{bi}$ and the Critical $t = t_{(n-p-1),\alpha/2}$			

TABLE A.1

Cumulative Standardized Normal Distribution

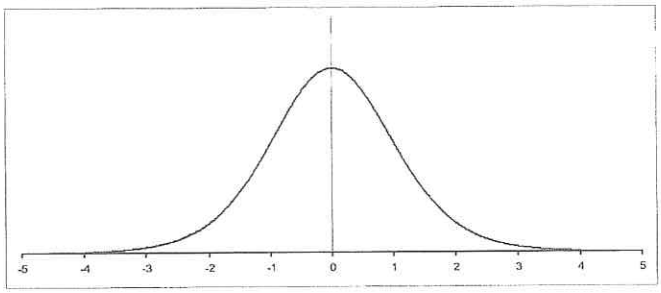


$A(z)$ is the integral of the standardized normal distribution from $-\infty$ to z (in other words, the area under the curve to the left of z). It gives the probability of a normal random variable not being more than z standard deviations above its mean. Values of z of particular importance:

z	$A(z)$	
1.645	0.9500	Lower limit of right 5% tail
1.960	0.9750	Lower limit of right 2.5% tail
2.326	0.9900	Lower limit of right 1% tail
2.576	0.9950	Lower limit of right 0.5% tail
3.090	0.9990	Lower limit of right 0.1% tail
3.291	0.9995	Lower limit of right 0.05% tail

z	0.00	0.01	0.02	0.03	0.04	0.05	0.06	0.07	0.08	0.09
0.0	0.5000	0.5040	0.5080	0.5120	0.5160	0.5199	0.5239	0.5279	0.5319	0.5359
0.1	0.5398	0.5438	0.5478	0.5517	0.5557	0.5596	0.5636	0.5675	0.5714	0.5753
0.2	0.5793	0.5832	0.5871	0.5910	0.5948	0.5987	0.6026	0.6064	0.6103	0.6141
0.3	0.6179	0.6217	0.6255	0.6293	0.6331	0.6368	0.6406	0.6443	0.6480	0.6517
0.4	0.6554	0.6591	0.6628	0.6664	0.6700	0.6736	0.6772	0.6808	0.6844	0.6879
0.5	0.6915	0.6950	0.6985	0.7019	0.7054	0.7088	0.7123	0.7157	0.7190	0.7224
0.6	0.7257	0.7291	0.7324	0.7357	0.7389	0.7422	0.7454	0.7486	0.7517	0.7549
0.7	0.7580	0.7611	0.7642	0.7673	0.7704	0.7734	0.7764	0.7794	0.7823	0.7852
0.8	0.7881	0.7910	0.7939	0.7967	0.7995	0.8023	0.8051	0.8078	0.8106	0.8133
0.9	0.8159	0.8186	0.8212	0.8238	0.8264	0.8289	0.8315	0.8340	0.8365	0.8389
1.0	0.8413	0.8438	0.8461	0.8485	0.8508	0.8531	0.8554	0.8577	0.8599	0.8621
1.1	0.8643	0.8665	0.8686	0.8708	0.8729	0.8749	0.8770	0.8790	0.8810	0.8830
1.2	0.8849	0.8869	0.8888	0.8907	0.8925	0.8944	0.8962	0.8980	0.8997	0.9015
1.3	0.9032	0.9049	0.9066	0.9082	0.9099	0.9115	0.9131	0.9147	0.9162	0.9177
1.4	0.9192	0.9207	0.9222	0.9236	0.9251	0.9265	0.9279	0.9292	0.9306	0.9319
1.5	0.9332	0.9345	0.9357	0.9370	0.9382	0.9394	0.9406	0.9418	0.9429	0.9441
1.6	0.9452	0.9463	0.9474	0.9484	0.9495	0.9505	0.9515	0.9525	0.9535	0.9545
1.7	0.9554	0.9564	0.9573	0.9582	0.9591	0.9599	0.9608	0.9616	0.9625	0.9633
1.8	0.9641	0.9649	0.9656	0.9664	0.9671	0.9678	0.9686	0.9693	0.9699	0.9706
1.9	0.9713	0.9719	0.9726	0.9732	0.9738	0.9744	0.9750	0.9756	0.9761	0.9767
2.0	0.9772	0.9778	0.9783	0.9788	0.9793	0.9798	0.9803	0.9808	0.9812	0.9817
2.1	0.9821	0.9826	0.9830	0.9834	0.9838	0.9842	0.9846	0.9850	0.9854	0.9857
2.2	0.9861	0.9864	0.9868	0.9871	0.9875	0.9878	0.9881	0.9884	0.9887	0.9890
2.3	0.9893	0.9896	0.9898	0.9901	0.9904	0.9906	0.9909	0.9911	0.9913	0.9916
2.4	0.9918	0.9920	0.9922	0.9925	0.9927	0.9929	0.9931	0.9932	0.9934	0.9936
2.5	0.9938	0.9940	0.9941	0.9943	0.9945	0.9946	0.9948	0.9949	0.9951	0.9952
2.6	0.9953	0.9955	0.9956	0.9957	0.9959	0.9960	0.9961	0.9962	0.9963	0.9964
2.7	0.9965	0.9966	0.9967	0.9968	0.9969	0.9970	0.9971	0.9972	0.9973	0.9974
2.8	0.9974	0.9975	0.9976	0.9977	0.9977	0.9978	0.9979	0.9979	0.9980	0.9981
2.9	0.9981	0.9982	0.9982	0.9983	0.9984	0.9984	0.9985	0.9985	0.9986	0.9986
3.0	0.9987	0.9987	0.9987	0.9988	0.9988	0.9989	0.9989	0.9989	0.9990	0.9990
3.1	0.9990	0.9991	0.9991	0.9991	0.9992	0.9992	0.9992	0.9992	0.9993	0.9993
3.2	0.9993	0.9993	0.9994	0.9994	0.9994	0.9994	0.9994	0.9995	0.9995	0.9995
3.3	0.9995	0.9995	0.9995	0.9996	0.9996	0.9996	0.9996	0.9996	0.9996	0.9997
3.4	0.9997	0.9997	0.9997	0.9997	0.9997	0.9997	0.9997	0.9997	0.9997	0.9998
3.5	0.9998	0.9998	0.9998	0.9998	0.9998	0.9998	0.9998	0.9998	0.9998	0.9998
3.6	0.9998	0.9998	0.9999							

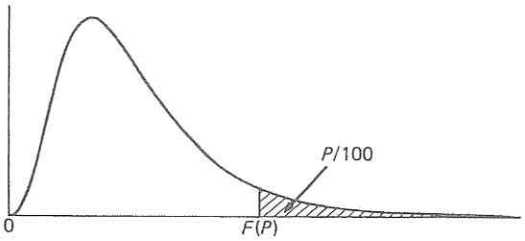
Table 2: The t-distribution ($t_{\alpha, n-1}$)



α =	0.10	0.05	0.025	0.01	0.005	0.001	0.0005
(n-1) = 1	3.078	6.314	12.706	31.821	63.657	318.309	636.619
2	1.886	2.920	4.303	6.965	9.925	22.327	31.599
3	1.638	2.353	3.182	4.541	5.841	10.215	12.924
4	1.533	2.132	2.776	3.747	4.604	7.173	8.610
5	1.476	2.015	2.571	3.365	4.032	5.893	6.869
6	1.440	1.943	2.447	3.143	3.707	5.208	5.959
7	1.415	1.895	2.365	2.998	3.499	4.785	5.408
8	1.397	1.860	2.306	2.896	3.355	4.501	5.041
9	1.383	1.833	2.262	2.821	3.250	4.297	4.781
10	1.372	1.812	2.228	2.764	3.169	4.144	4.587
11	1.363	1.796	2.201	2.718	3.106	4.025	4.437
12	1.356	1.782	2.179	2.681	3.055	3.930	4.318
13	1.350	1.771	2.160	2.650	3.012	3.852	4.221
14	1.345	1.761	2.145	2.624	2.977	3.787	4.140
15	1.341	1.753	2.131	2.602	2.947	3.733	4.073
16	1.337	1.746	2.120	2.583	2.921	3.686	4.015
17	1.333	1.740	2.110	2.567	2.898	3.646	3.965
18	1.330	1.734	2.101	2.552	2.878	3.610	3.922
19	1.328	1.729	2.093	2.539	2.861	3.579	3.883
20	1.325	1.725	2.086	2.528	2.845	3.552	3.850
21	1.323	1.721	2.080	2.518	2.831	3.527	3.819
22	1.321	1.717	2.074	2.508	2.819	3.505	3.792
23	1.319	1.714	2.069	2.500	2.807	3.485	3.768
24	1.318	1.711	2.064	2.492	2.797	3.467	3.745
25	1.316	1.708	2.060	2.485	2.787	3.450	3.725
26	1.315	1.706	2.056	2.479	2.779	3.435	3.707
27	1.314	1.703	2.052	2.473	2.771	3.421	3.690
28	1.313	1.701	2.048	2.467	2.763	3.408	3.674
29	1.311	1.699	2.045	2.462	2.756	3.396	3.659
30	1.310	1.697	2.042	2.457	2.750	3.385	3.646
40	1.303	1.684	2.021	2.423	2.704	3.307	3.551
60	1.296	1.671	2.000	2.390	2.660	3.232	3.460
120	1.289	1.658	1.980	2.358	2.617	3.160	3.373
∞	1.282	1.645	1.960	2.326	2.576	3.090	3.291

TABLE 12(*b*). 5 PER CENT POINTS OF THE *F*-DISTRIBUTION

If $F = \frac{X_1}{\nu_1} \Big/ \frac{X_2}{\nu_2}$, where X_1 and X_2 are independent random variables distributed as χ^2 with ν_1 and ν_2 degrees of freedom respectively, then the probabilities that $F \geqslant F(P)$ and that $F \leqslant F'(P)$ are both equal to $P/100$. Linear interpolation in ν_1 and ν_2 will generally be sufficiently accurate except when either $\nu_1 > 12$ or $\nu_2 > 40$, when harmonic interpolation should be used.



(This shape applies only when $\nu_1 \geqslant 3$. When $\nu_1 < 3$ the mode is at the origin.)

$\nu_1 =$	1	2	3	4	5	6	7	8	10	12	24	∞
$\nu_2 = 1$	161·4	199·5	215·7	224·6	230·2	234·0	236·8	238·9	241·9	243·9	249·1	254·3
2	18·51	19·00	19·16	19·25	19·30	19·33	19·35	19·37	19·40	19·41	19·45	19·50
3	10·13	9·552	9·277	9·117	9·013	8·941	8·887	8·845	8·786	8·745	8·639	8·526
4	7·709	6·944	6·591	6·388	6·256	6·163	6·094	6·041	5·964	5·912	5·774	5·628
5	6·608	5·786	5·409	5·192	5·050	4·950	4·876	4·818	4·735	4·678	4·527	4·365
6	5·987	5·143	4·757	4·534	4·387	4·284	4·207	4·147	4·060	4·000	3·841	3·669
7	5·591	4·737	4·347	4·120	3·972	3·866	3·787	3·726	3·637	3·575	3·410	3·230
8	5·318	4·459	4·066	3·838	3·687	3·581	3·500	3·438	3·347	3·284	3·115	2·928
9	5·117	4·256	3·863	3·633	3·482	3·374	3·293	3·230	3·137	3·073	2·900	2·707
10	4·965	4·103	3·708	3·478	3·326	3·217	3·135	3·072	2·978	2·913	2·737	2·538
11	4·844	3·982	3·587	3·357	3·204	3·095	3·012	2·948	2·854	2·788	2·609	2·404
12	4·747	3·885	3·490	3·259	3·106	2·996	2·913	2·849	2·753	2·687	2·505	2·296
13	4·667	3·806	3·411	3·179	3·025	2·915	2·832	2·767	2·671	2·604	2·420	2·206
14	4·600	3·739	3·344	3·112	2·958	2·848	2·764	2·699	2·602	2·534	2·349	2·131
15	4·543	3·682	3·287	3·056	2·901	2·790	2·707	2·641	2·544	2·475	2·288	2·066
16	4·494	3·634	3·239	3·007	2·852	2·741	2·657	2·591	2·494	2·425	2·235	2·010
17	4·451	3·592	3·197	2·965	2·810	2·699	2·614	2·548	2·450	2·381	2·190	1·960
18	4·414	3·555	3·160	2·928	2·773	2·661	2·577	2·510	2·412	2·342	2·150	1·917
19	4·381	3·522	3·127	2·895	2·740	2·628	2·544	2·477	2·378	2·308	2·114	1·878
20	4·351	3·493	3·098	2·866	2·711	2·599	2·514	2·447	2·348	2·278	2·082	1·843
21	4·325	3·467	3·072	2·840	2·685	2·573	2·488	2·420	2·321	2·250	2·054	1·812
22	4·301	3·443	3·049	2·817	2·661	2·549	2·464	2·397	2·297	2·226	2·028	1·783
23	4·279	3·422	3·028	2·796	2·640	2·528	2·442	2·375	2·275	2·204	2·005	1·757
24	4·260	3·403	3·009	2·776	2·621	2·508	2·423	2·355	2·255	2·183	1·984	1·733
25	4·242	3·385	2·991	2·759	2·603	2·490	2·405	2·337	2·236	2·165	1·964	1·711
26	4·225	3·369	2·975	2·743	2·587	2·474	2·388	2·321	2·220	2·148	1·946	1·691
27	4·210	3·354	2·960	2·728	2·572	2·459	2·373	2·305	2·204	2·132	1·930	1·672
28	4·196	3·340	2·947	2·714	2·558	2·445	2·359	2·291	2·190	2·118	1·915	1·654
29	4·183	3·328	2·934	2·701	2·545	2·432	2·346	2·278	2·177	2·104	1·901	1·638
30	4·171	3·316	2·922	2·690	2·534	2·421	2·334	2·266	2·165	2·092	1·887	1·622
32	4·149	3·295	2·901	2·668	2·512	2·399	2·313	2·244	2·142	2·070	1·864	1·594
34	4·130	3·276	2·883	2·650	2·494	2·380	2·294	2·225	2·123	2·050	1·843	1·569
36	4·113	3·259	2·866	2·634	2·477	2·364	2·277	2·209	2·106	2·033	1·824	1·547
38	4·098	3·245	2·852	2·619	2·463	2·349	2·262	2·194	2·091	2·017	1·808	1·527
40	4·085	3·232	2·839	2·606	2·449	2·336	2·249	2·180	2·077	2·003	1·793	1·509
60	4·001	3·150	2·758	2·525	2·368	2·254	2·167	2·097	1·993	1·917	1·700	1·389
120	3·920	3·072	2·680	2·447	2·290	2·175	2·087	2·016	1·910	1·834	1·608	1·254
∞	3·841	2·996	2·605	2·372	2·214	2·099	2·010	1·938	1·831	1·752	1·517	1·000